



Request for Proposals

For

Human Resource Management System

For

Jordanian Hashemite Fund for Human Development

RFP released:

October 1st, 2025

Deadline for Proposals:

October 12th, 2025 – 3:00 PM

RFP #:

JOHUD ■ Al Hasmi AL Shamali, Al Khamael Street, Amman, Jordan

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<http://www.johud.org.jo>

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1. Introduction

1.1 Purpose of the RFP

JOHUD is selecting a solution/service provider for Human Resource Management system. The respondent must fully meet the requirements identified in this Request for Proposal (RFP) **Section 4**. Within the RFP you will find all the requirements necessary to submit an offer for JOHUD. Only Implementing Partners who meet the requirements are invited to respond to this RFP.

1.2 Organization Overview

Our organisation, now known as the Jordanian Hashemite Fund for Human Development, or JOHUD, was established by Royal Decree in 1977, as an independent, non-governmental, non-profit organisation, to serve the needs of vulnerable local communities. With its rapidly expanding geographical and social outreach across Jordan, and its pioneering approach to people-centred development, JOHUD has come to represent a unique model for local governance and civil engagement in sustainable human development. JOHUD aims to continue strengthening its comprehensive and multidisciplinary system that enhances community well-being, while addressing key challenges related to social exclusion, poverty, and vulnerability. Our future plan focuses on improving outcomes in these areas, while strengthening our national platform through internal and external institutionalised reform, combined with increasing community involvement.

1.3 What we need?

JOHUD is seeking to choose an HRMS product with the following key Criteria:

- **Integration with Microsoft ERP (Business Central):** The HR system must seamlessly integrate with Microsoft Dynamics 365 Business Central to ensure smooth data flow between HR, payroll, and finance modules.
- **Implementing experience in similar projects for NGOs is preferable**

It is essential that the respondent has prior experience in successfully implementing HRMS solutions specifically for non-governmental organizations (NGOs) or similar projects. This requirement ensures that the chosen HRMS provider understands the requirements of NGOs and can effectively address them in the implementation process.

1.4 Project Objectives

Implementing HR system can help JOHUD to achieve the below objectives:

- **Enhance Human Capital Management:** Streamline HR processes such as workforce planning, recruitment, and onboarding to ensure that JOHUD attracts and retains qualified staff capable of supporting its community programs and initiatives.
- **Improve Payroll and Benefits Administration:** Automate payroll calculations, ensure compliance with Jordanian labour laws, and manage donor-funded employment contracts with accuracy and transparency. This supports accountability to donors and staff alike.
- **Strengthen Employee Engagement and Self-Service:** Provide staff across JOHUD's centres and programs with user-friendly self-service tools for leave requests, timesheets, payslips, and personal data updates—reducing administrative workload and promoting transparency across the organization.
- **Support Performance and Capacity Building:** Implement structured performance management and training modules to foster staff development, align individual goals with program objectives, and enhance JOHUD's overall capacity to deliver impactful services to communities.
- **Promote Organizational Transparency and Donor Confidence:** Strengthen HR reporting capabilities to provide clear insights into

staffing, costs, and resource allocation—demonstrating accountability and building trust with donors, partners, and stakeholders.

1.5 Project Scope

This project should be delivered to cover the following modules:

1- HR & Payroll

- Employee Data Management
- Payroll
- Performance Management
- Onboarding & Exit
- Training & Development
- Time Attendance Management

2- Mobile Application

- Employee Self Service Mobile Application

1.6 System General Requirements

The HRMS system needs to fulfil various requirements to meet the desired functionality.

- **Multi-entity support:** The system should be able to handle multiple entities or business units within the organization, allowing for centralized management and reporting.
- **Multi-workflow support:** The system should support different workflows, enabling efficient execution of various processes and procedures across different departments and functions.
- **Reporting and layout capabilities:** The system must have the ability to generate and print reports and layouts, providing valuable insights and visual representations of data.

- **Multilingual support:** The system should be capable of supporting different languages, including languages with complex character sets like Arabic, to accommodate diverse user requirements.
- **Access control per Entity:** The system should allow for granular control over access rights and permissions on a per-entity basis, ensuring that users can only access relevant information based on their roles and responsibilities.
- **Project-location linkage:** Projects should be linked with their respective locations, facilitating efficient project management and resource allocation.
- **Permissions per entity:** The system should provide the flexibility to define permissions and access rights based on specific entities or business units within the organization.
- **Permissions per module:** The system should allow for the definition of permissions and access rights at the module level, ensuring that users can only access the functionalities relevant to their roles.
- **Permissions per user:** The system should support the assignment of permissions and access rights on an individual user basis, tailoring the system's functionalities to each user's requirements.
- **Permissions per role:** The system should enable the definition of permissions and access rights based on predefined user roles, simplifying user management and access control.
- **Historical transaction tracking:** The system should maintain a record of historical transactions, allowing for auditing, analysis, and reference purposes.

1.7 Confidentiality

All material and information submitted by JOHUD must be treated as confidential and not used for any other purpose than the response to this RFP. Information submitted by any respondent will be considered and treated as confidential by JOHUD and any respondent acting on behalf of JOHUD.

A Non-Disclosure Agreement (NDA) will be signed after awarding the contract.



2. Instructions for the Respondents

2.1 Context

- This Request for Proposals (RFP) is an invitation to submit a Proposal to the Procurement Department for JOHUD HRMS System.

2.2 RFP timeline

Here is our timeline for this RFP:

RFP Distribution to Vendors	October 1, 2025
Deadline for Questions	October 6, 2025
Deadline for us to answer questions	October 7, 2025
Deadline for Proposals	October 12, 2025
Deadline for Reviewing the proposals	October 30, 2025
Successful Respondent(s) notified	November, 2025
Expected start date of Contract	November, 2025

2.3 How to contact us

Contact the Procurement department via email at Procurements@johud.org.jo

2.4 Developing and submitting your Proposal Instructions

- Take time to read and understand the RFP.
- Take time to understand our Requirements. These are in section 4 of this document.

- Take time to understand how your Proposal will be evaluated. See section 5 of this document.
- If you have questions, ask our Point of Contact before the Deadline for Questions
- Complete and sign the declaration at the end of the Response Form.
- Check you have provided all the necessary information in the correct format and order.
- Submit your Proposal before the Deadline for Proposals.



2.5 Proposal Preparation & Submission

The respondent is required to present their Technical Proposal and Financial Proposal separately, ensuring that they are placed in separate envelopes or documents. This segregation is necessary to maintain confidentiality and ensure an impartial evaluation process.

2.5.1 Technical Proposal

Technical Proposals shall be structured as follow:

- a) Cover Page
- b) Respondent Profile: The profile shall include the following:
 - Name and details of authorized contact person for bid communication.
 - Full legal name of the firm and registration documents.
 - Registered office address, telephone, fax, email, and website.
- c) Executive Summary:
 - Provide a clear and concise summary of the proposal, highlighting, among other features, the respondent's understanding of the project, the technical "solution" and approach proposed to respond to the services, the methodology for implementing their approach, and how these proposed arrangements contribute to achieving the project outcomes.
- d) Table of Contents.
- e) Implementation Plan:
 - The respondent should provide a detailed plan for the

implementation of the project. The plan should detail the sequencing of the major activities, the time requirements, the dependencies, etc. The plan should also define the milestones that will mark the implementation plan. The service start date shall be used as the reference point.

f) Team organization structure and resumes:

- The respondent should provide a team organization structure that will highlight the structure and roles of each team member throughout the various phases of the project in addition to their profiles, qualifications, and experiences.

g) Respondent Experience

- The respondent should have a minimum of 25 successful implementation projects in Jordan
- The respondent is required to provide details of at least 5 relevant projects as references, including client names and project scope.

Project Name	Client	Project Description	Respondent Services Provided	Client Contacts
<i>project</i>	<i>Shall include client name and country</i>	<i>Shall include project Description (highlighting the project its start and end date, the scope of work, and deliverables)</i>	<i>Shall include an accurate description of the services provided</i>	<i>Shall include: name, position, emails, and phone numbers</i>

h) Requirements Checklist Table

- Respondents must include in their proposal a checklist for the requirements mentioned in **Section 4**.

i) Out of the Box Reports

- Respondent should provide details in their proposal regarding the built-in reports per each module. While we have outlined the key reports that should be included in the system, we expect the respondents to present their own set of built-in reports.

j) Out of the Box Functionalities

- Respondent should provide details for out of the box functionalities provided in the solution. These are the pre-built features and capabilities that come with the system without requiring additional customization or development.

k) Appendices

- Respondent may include additional information to support their Technical Proposal.

2.5.2 Financial Proposal

Financial Proposals shall be structured as follow:

- Respondents shall use the Pricing Schedule provided below or something similar.
- The Pricing Schedule must show a breakdown of all costs, fees, expenses, and charges to avoid any hidden costs. It must also clearly state the total contract price.

- Any recurring cost should be clearly defined and described.
- Respondents must show how they will manage risks and contingencies related to the delivery of the Requirements.
- Respondents must document all assumptions and dependencies that affect its pricing and/or the total cost to us.
- The respondent shall specifically and clearly mention the commercial terms and conditions including the payment terms.
- Respondents **shall refer to the below tables**, wherever applicable, to provide their commercial proposal covering our requirement:



Pricing Schedule

Table 1: Cloud License/Subscription

Cloud License	Quantity (annual/monthly)	Unit Rate (JOD) (Annual)	Total Price (JOD)
Total Cloud Licenses Option Cost			

Table 2: Implementation Services:

Module/Package	Brief Description	Total Duration	Total Price (JOD)
Total Implementation Stage Cost			

Table 4: After-Sale Services

Item	Description	Total Price (JOD)
Total After-Sale Services Cost		

2.5.3 System Users Per Entity

Module	Number of Admin Users	Number of ESS Users
JOHUD	5	175-200
Hosted Entity #1	5	25-30

2.6 Address for submitting your Proposal

Proposal Submission Method: Hard copies

Respondents are required to submit their proposals in 2 separate envelopes (Technical Proposal, Financial Proposal) to the below address:

JOHUD

Amman, Jordan

Area: Al Hashmi Al Shamli

Street Name: Al Khamael Street

PO Box: 5118 Amman



3. Purpose and Scope

3.1 Purpose

The purpose of this section is to define the preliminary technical and functional requirements of the system and its components and provide some insights about the current situation of both the technical and functional capability and readiness of the organization.

The requirements cover the business processes, technical details, system specifications, and other specific functionality that define what a system is supposed to accomplish. The functional requirements should specify the particular results of a system and drive the application architecture of a system.

3.2 Scope of Work (Modules)

This section aims to set a primary basis of expectations and define the main requirements of the required solution. The expected outputs are defined below and distributed among requirements, which the respondent should refer to while preparing the proposal.

4. Our Requirements

HRMS must have the ability to support all basic requirements for human resources. Also, Manage information regarding employee education, previous job records, results of professional reviews, and absences. And analyze employee costs and salaries. Finally, create various reports and employee lists to run your business more efficiently.

Personnel

HRMS must provide a centralized employee database with search and retrieval capabilities and modify any information if needed.

- **Employee Profile:** HRMS must have the ability to create a profile for each employee which contains all related information as below:
 - Personal Information
 - Education Information
 - Experience Information
 - Training & Certificates
 - Family & Dependent Information
 - Address Information
 - Employment Information
 - Asset Information
 - Employee Documents – per structure
 - Employee Letters
- **Employment Types:** HRMS must have the ability to configure multiple types of employment:
 - Full-time

- Part-time
- Consultation
- Volunteers
- **Multiple Levels & Grades:** HRMS must have the ability to define different types of grades & Levels.
- Link with Project Finance to know about projects name, Project End Date (Notification)
- **Multiple Locations & Departments:** HRMS must enable the definition of different locations.
- **Multiple Contract Types:** HRMS must enable the definition of multiple contract types.
- **Employment History Transactions:** HRMS must track the history of transactions (Hiring, transfer, promotion, re-hiring)
- **Penalty Management:** HRMS must have the ability to add employee penalty transactions that will affect payroll negatively.

Recruitment

HRMS must provide HR with a tool to streamline and manage the hiring process in all locations.

- **Job Posting and Management:** HRMS must enable HR to create and publish job postings, and define job titles, descriptions, requirements, and qualifications.
- **Centralized database:** HRMS must Provide a centralized database to track and manage applicant information.

- **Resume Parsing:** HRMS must automatically extract information from resumes and populates candidate profiles, saving time and reducing manual data entry.
- **Applicants Tracking:** HRMS must enable HR to track and manage applicants during the recruitment process. This includes storing applicants' information, CVs, interview feedback, and evaluation scores.
- **Application Screening & Filtering:** HRMS must provide tools to screen and filter incoming applications based on specified criteria, such as qualifications, experience, skills, and keywords.
- **Applicants Portal:** HRMS must enable applicants to view available postings and apply for the job.
- **Interviews Scheduling:** HRMS must enable HR to schedule interviews with candidates, allowing them to set up interview slots, send invitations to candidates, and manage interview calendars. Integration with email and calendar systems is beneficial for automated notifications.
- **Assessment & Evaluation:** HRMS must support the assessment and evaluation of candidates through various methods, such as online tests, skills assessments, and interview evaluations. It should allow for standardized evaluation criteria and provide a centralized platform for capturing and analysing assessment results.
- **Offer Management:** HRMS must enable the HR to manage the entire offer process, including generating offer letters, negotiating terms, and tracking acceptance or rejection. It should also support generating reports and maintaining an audit trail of offer-related activities

Time Attendance

HRMS must provide a centralized employee database with search and retrieval capabilities and modify any information if needed.

- **Multiple Leaves and Vacation Types:** HRMS must have the ability to define Different types of leaves and vacations with their own entitlement and usage rules in a flexible way (Annual leave, Sick leave, Maternity leave, Pilgrimage leave, and others).
- **Leave Administration:** HRMS must have the ability to add employee's leave transactions, all related information like employee leave balance, no. of paid days, unpaid days, weekends and holidays will be displayed.
- **Overtime Management:** HRMS must have the ability to add employee overtime transactions, time-to-time or as no. of hours. HRMS must have the ability to verify the overtime if it is a working day, weekend or holiday and calculate overtime value based on a working day rate, weekend rate or holiday rate respectively.
- **Multiple Types of Shifts and working hours:** HRMS must enable the definition of multiple types of working shifts.
- **Upload Transactions through Excel sheet:** HRMS must have the ability to add many timesheets, leave transactions, overtime transactions, or delay transactions in bulk.
- **Integration with Time Attendance Machines:** HRMS must enable to export of data from time attendance machines distributes over multiple locations.

Employee Performance Management

HRMS must support HR in managing and evaluating the performance of the employees, it should provide a structured approach for setting goals and KPIs to conduct performance reviews.

- **Goal Setting:** HRMS must enable the managers and employees to define and set goals aligned with the organization's objectives at the beginning of the year.
- **Performance Evaluation:** HRMS must support employee evaluation for predefined goals and KPIs, the system should support multiple evaluation methods (Self-assessment, manager assessment, peer assessment, 360-degree feedback, Bell Curve).
- **Performance Reviews:** HRMS must facilitate scheduling, conducting, and documentation of performance appraisal.
- **Multiple Workflows and Forms:** HRMS must enable the HR to create multiple workflows for the evaluation process and multiple appraisal forms.
- **Performance Analytics:** HRMS has to offer reporting and analytics capabilities to track and analyse performance metrics. It should provide insights into individual and team performance, identify strengths and areas for improvement, and support data-driven decision-making.
- **Notifications & Reminders:** HRMS must send automated notifications and reminders to employees, managers, and stakeholders regarding upcoming performance-related activities, deadlines, and milestones.
- **Integration with Payroll and Personnel Modules:** HRMS must integrate with the payroll and personnel module to link performance outcomes with

rewards, bonuses, promotions, and other recognition programs. Also, HRMS must enable the HR to view all penalties associated with each employee.

- **Multiple Evaluations per year:** HRMS must enable the HR to process multiple evaluations in the year for the employees.
- **Define Actions after Evaluation:** HRMS must HR to define appropriate actions following the completion of evaluations. These actions may include salary increases, promotions, or the implementation of improvement plans.

Payroll Management

HRMS must enable automatic payroll calculations based on predefined rules and employee data. This includes salary calculations, deductions, allowances, bonuses, overtime, and tax calculation. It saves time and reduces the chances of errors associated with manual

- **Salary & Payroll Calculation (Hourly and Monthly Basis):** HRMS must have the ability to start the Salary Calculation process to calculate all employee's related dues per month.
- **Multiple Deduction Types:** HRMS has to enable multiple types of deductions and link deduction types for each employee.
 - **Social Security Deductions:** HRMS must have the ability to define multiple social security rules and percentages of deductions from employees and the company.
 - **Health Insurance Deductions:** HRMS must have the ability to define multiple Health insurance rules and percentages of deductions from employees and companies.

- **Income Tax Deductions:** HRMS must have the ability to define income tax rules that will be applied to employees every month, the income tax can have many layers as many as needed and it depends on employee income ranges.
- **Non-Recursive Deductions:** HRMS must have the ability to define non-recurring deductions that are deducted from employees.
- **Loan Management and Auto Deduct:** HRMS must have the ability to add employee loans that will be managed in payroll automatically, the loan can be one payment or can be scheduled as required.
- **Multiple Allowance Types:** HRMS must have the ability to define multiple types of allowances and link allowance types with each employee.
 - **Flexible Recursive Allowances:** HRMS must have the ability to define allowances and compensations that are given to employees every month.
 - **Non-Recursive Allowances:** HRMS must have the ability to define non-recurring allowances that are given to employees.
 - **Bonus & Commissions:** HRMS must have the ability to define bonuses & commissions that are given to employees.
- **Life Insurance Management:** HRMS has to enable to define the calculation of life insurance cost for employees.
- **Import from Excel sheet:** HRMS must have the ability to add many transactions, bonuses & commissions, and deductions.
- **Leave Days Encashment:** HRMS must have the ability to encase employee leave days that will be added to the payroll.

- **Generate Payroll Journal Entry Automatically:** HRMS must have the ability to post payroll calculation to accounting as a journal voucher based on the payroll GL accounts defined.
- **Generate Employees Payments Automatically:** HRMS must have the ability to prepare outgoing payments that contain employees' dues based on payroll calculation.
- **End-of-Service Calculation:** HRMS must have the ability to calculate the payroll of end of service employees.
- **Employee Cost Distribution Rules:** HRMS must have the ability to divide employee's payroll - which is part of employee cost - into cost centres and projects defined in employee master data according to distribution rules defined in HRMS.
- **Employee Financial Transactions:** HRMS must have the ability to add financial transactions related to employees that affect their statements of accounts.
- **Employees' Salaries Costs:** HRMS must have the ability to calculate the cost of each employee salary on the organization.
- **Email Salary Slips to Employees:** HRMS should have the ability to forward salary slips to employees via email, the salary slip will be received as PDF attachments.

Employee Self Services Portal

HRMS must provide the employees with a Web-based portal and mobile application to access and manage their personal information, submit any HR-related request and take needed actions.

Activities the employee can do in the ESS Portal: (Web Portal/Mobile Application)

- Submit Leave Requests
- Submit Vacation Requests
- Submit Overtime Request
- Request Official Documents
- Review Vacations/Leaves Balances.
- View Employee Profile
- View Salary Slip
- View Historical Transactions
- Managers view their employee's information.
- View Performance Evaluation Results
- Line Managers can Approve/Decline Requests
- Capture employees' clocking location using our Geolocation feature.

Timesheet Management – Cross-Module Requirements

Time Attendance

- **Timesheet Management for Multiple Projects:** HRMS must enable employees to submit their timesheets against multiple projects and tasks. The system should automatically calculate and allocate employee hours across the respective projects and provide aggregated reports for project-based labor costing.

Payroll Management

- **Timesheet Integration with Payroll:** HRMS must integrate approved timesheets into payroll calculation, ensuring that employee hours, overtime, and project-based allocations are automatically reflected in salary and allowance computations.

Project Finance / Cost Allocation

- **Project Cost Allocation from Timesheets:** HRMS must allocate employee hours from timesheets to the respective project cost centers. The system should provide detailed reports showing labor costs per project, per task, and per employee.

Employee Self-Service Portal

- **Timesheet Submission and Tracking:** Employees must be able to submit their timesheets through the ESS Portal (Web and Mobile). The system should allow entry of hours against multiple projects, tasks, or activities, and display pending/approved/rejected status.

- **Manager Approval Workflow:** Line managers must be able to review, approve, or reject timesheet entries through the portal before they impact payroll and project costing.
- **Timesheet History:** Employees must be able to view their historical timesheet submissions and related approvals/rejections in the portal.

HR & Payroll Reports

HRMS must have the ability to analyse human resources information for the success and efficiency of the business. HRMS must have the ability to create various reports and employee lists to run the business more efficiently.

Human resource and payroll reports are:

- Employee Statement of Account
- Salary Calculation Report
- Employee Cost
- Salaries Coverage from Projects Vs Salaries Costs
- Bonus & Commissions Reports
- Vacations & Leaves Reports
- End of Service Report
- Income Tax Report
- Social Security
- Employees Loans
- Employees Deductions and Allowances Report
- Employees Attendance Report
- Overtime Report
- Penalties Report

- Employees' Salaries Costs by cost center, department, employment history.
- Employees Health/Life Insurance
- Employees Information (Based on any selected criteria)



5. Evaluation Approach

This section sets out the Evaluation Approach that will be used to assess Proposals.

All Proposals that meet the pre-conditions are evaluated using the evaluation model. Scores will assist in deciding the Successful Respondent(s), but ultimately the decision will be based on which Proposal(s) we consider will provide the best overall public value.

We will use the “two-envelope” system to conduct evaluations. Respondents must provide all financial information relating to price, expenses, and costs in a separate sealed envelope or soft copy file. The evaluation panel will score each Proposal according to the weighted criteria in Section 5.1 below, and then examine the financial information of each Proposal. The panel will assess which Proposals to the shortlist based on the scores and the total costs over the whole-of-life Contract.

5.1 Evaluation criteria

We will evaluate Proposals according to the following criteria and weightings as below:

Criteria	Weight
Technical & Functional	70%
Price	30%
Total	100%